



# STRATEGIC TRANSFORMATION

CASE STUDY: INTERNATIONAL ASSET MANAGER



# STRATEGIC TRANSFORMATION: DELIVERED

INNOVATION | OPERATIONAL EFFICIENCY | RISK MITIGATION | TECHNOLOGY SOLUTION

A look at how JTC partnered with an international asset manager (the client) to create solutions for a complex acquisition.

On the back of the Covid pandemic and amid a challenging and complex geopolitical and economic environment, businesses continue to transform in order to remain competitive. From digitalisation, outsourcing or launching in new jurisdictions to developing new products, mergers or making acquisitions, transformation typically has many moving parts. Adopting a strategic approach to transformation is critical in ensuring that a business is on the right road from the outset.

When the client decided to acquire the Channel Islands funds and wealth management business of an international bank, they approached JTC to partner with them. The intention was to use JTC's expertise and intellectual power to analyse how the transformation could play out and the options available. Considering the acquisition was expected to increase the client's assets under management in the Channel Islands by 50%, finding the right solution was paramount.



## THE CHALLENGE

The first step on any road to transformation is having a clear understanding of the scope and complexity of the project and, critically, the outcome that the client expects. To that end, JTC's Strategic Transformation team were brought in. The team partners with clients to understand organisational and operational challenges, and creates solutions that enable the client to focus on their core competencies.

What set the JTC team apart was their in-depth knowledge and collaborative, consultative approach from day one, with both the client and JTC working together as one team with a clear common objective to deliver a successful and seamless transformation.

Significantly, in the early stages of the partnership, the client were simply expecting JTC to come up with a range of scenarios. While these may ultimately have led to JTC providing services during and after transformation, the team's key objective in the beginning was to identify the challenges and come up with options for the client to choose from.

Once the team reviewed the detailed operating model for the funds business the client was acquiring, they were better placed to understand the enormity and complexity of the task. With multiple funds, daily trading and around 12,000 investors, they quickly realised one of the biggest challenges would be data migration.

"JTC has an impressive track record as a fund administrator, but what really set them apart was their approach to helping us solve a complex operational and organisational challenge, leveraging deep expertise from within their organisation to deliver a solution that meant that we could focus on our core capabilities and execute on a transformational transaction for us".

CEO OF CLIENT PARTNER



## DELIVERING CHANGE

JTC established a project team of subject matter experts who worked collaboratively and intensely with the client to design a modern, technology-driven solution and a detailed execution and implementation plan.

As part of this, the client decided to appoint JTC as fund administrator, as the highly experienced funds team and market-leading technology delivered a solution that was superior to the legacy systems used by the existing administrator.

JTC's technology enabled them to execute the complex migration and high volume of data in a seamless and efficient manner. There was no disruption to the continued operation of the funds and, importantly, no

adverse impact on servicing of the existing shareholder base. All of this was achieved within a tight timeline, compressed further due to Covid challenges.

Additionally, JTC's newly developed Investor Portal gave shareholders the ability to self-serve and quickly added value to the client, enabling them to offer a much enhanced shareholder experience and expand their product offering within a short period of time.

## OUR APPROACH

This is one of many examples where our commitment to helping clients transform their business goes beyond the simple delivery of an already defined service. It is the consultative partnership approach that truly creates value, solving challenges for our clients and enabling them to meet their strategic goals.

In this case, for example, we went with the client to the regulator, the Jersey Financial Services Commission, discussed the plan and submitted the regulatory application jointly.

JTC has an ingrained understanding of the importance of client relationships and deep, close partnerships are part of our DNA. We continue to work and partner with the client, taking pride in helping their business grow.

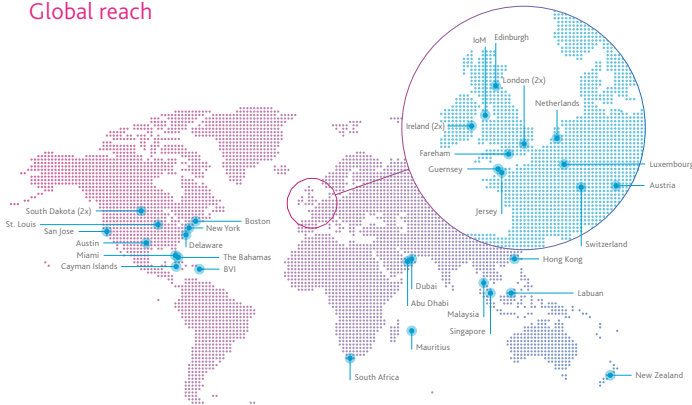


## KEY CONTACTS



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### Global reach



## ABOUT JTC

JTC is a publicly listed, global professional services business with deep expertise in fund, corporate and private client services.

Every JTC person is an owner of the business and this fundamental part of our culture aligns us with the best interests of all of our stakeholders.

Our purpose is to maximise potential and our success is built on service excellence, long-term relationships and technology capabilities that drive efficiency and add value.

### We value shared ownership

- > We operate around the principle that if our people have a stake in the business, they will do a better job for our clients.

### We value relationships

- > We aim to work with clients who share our belief in the importance of building strong relationships over time.

### We invest in our people

- > Over 83% of our employees hold a relevant professional qualification or are working towards this through our dedicated JTC Academy.

### We embrace technology

- > We operate a variety of best-in-class systems to deliver and maintain an impeccable standard of administration and use technology to innovate in both service delivery and efficiency.

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG)



- > Our environmental, social and governance (ESG) framework has at its heart our culture of shared ownership and is informed by our purpose, which is to help maximise the potential of every client, colleague and partner with whom we work.
- > We believe that we will thrive as a business by working in a sustainable way, operating within constantly evolving legal and regulatory frameworks, respecting the natural environment and creating a positive impact for the communities where we live and work.
- > We understand the ESG risks and opportunities our clients face and as a listed professional services business with expertise across a wide range of sectors, geographies and asset classes, we are ideally placed to support our clients with a range of solutions that help them meet their own ESG commitments and goals.



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